



## Inspection Report on

**Garth**

**Denbigh**

## **Date Inspection Completed**

18/10/2023

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## About Garth

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Community) Limited
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	3 July 2019
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People are happy, they have choice, control over their lives and do the things that are really important and meaningful to them. Staff support people with positive risk taking to open up more opportunities, increase life experiences and encourage them to pursue and achieve their personal goals and dreams. People are actively involved in their support and they contribute effectively to making improvements to the service. They enjoy resident's meetings which are highly creative, fun and educational. People have trusting relationships with one another and the long-standing staff team who provide continuity, consistency and stability.

There is a very strong staff team who are trained, supervised and feel valued and supported in their roles. All staff provided exceptional feedback about the managers approach and creativity. Comments include "*praise to all the staff team*" and the manager and team leader are "*exemplary*."

The responsible individual (RI) and manager are passionate and committed to ensuring peoples quality of life is significantly enhanced. Quality monitoring arrangements are highly effective and comprehensive, celebrating achievements and looking at what to do next to continuously develop and improve the service. The RI and manager seek out opportunities to learn lessons and share good practice both within the organisation and across the sector to improve services.

## Well-being

People are in control of their day to day lives, they are always involved in making choices, decisions and plans for what happens now and in the future. Their voices are constantly heard and they make a valuable contribution to improving the effectiveness of the service. Staff told us people *“lead their own lives.”* Communication and financial passports have been produced in easy read formats for people with plans for more documentation to follow suit. People set their own goals which are reviewed each day and are consistently achieved and of a high standard. Staff told us the support for people has improved since the appointment of the manager. This is due to their approach and encouraging people and staff *“to realise their goals and ambitions are achievable.”*

Staff are consistently meeting peoples physical, mental health and emotional well-being needs. The staff team know people exceptionally well and can notice changes which may require additional support or professional input. Staff told us peoples *“care is the centre of the home.”* Health information is recorded in personal plans, health action plans and hospital passports. Staff support people to look after themselves and encourage healthier alternatives and lifestyles. Personal interests are pursued and the manager and staff look out for different opportunities that may benefit them. Strong friendships have been formed, people look out for and support one another and are there to celebrate the happy times. Positive and long-lasting relationships between people and a familiar staff team provide stability, a place where people can be themselves and feel they belong.

People are protected from harm. They are always talking to staff and have plenty of opportunities to raise any concerns. People are aware of how to make a complaint and the role of the RI has been discussed during a residents meeting. There is a safeguarding policy in place and staff receive training in this. Staff support people to take positive risks focusing on what can be done to open up new and fulfilling experiences in a safe way.

People live in a home which is suitable for them and promotes their independence and skills. People are happy living at Garth and are involved in how they want their home to look. Rooms and separate lounges are decorated to reflect people’s own personal preferences, hobbies and their specific interests. There is an outside area for people to use.

## Care and Support

People have up to date, detailed personal plans, which they help to create and sign to say they agree with them. They include valuable information about peoples likes, dislikes and preferences. Daily records show how people have spent their time as well as any progress made with developing and increasing their skills and independence. Reviews are carried out to ensure plans and peoples goals are realistic and achievable.

The quality of support provided to people is excellent and of a very high standard. People are fully involved and consulted about their wishes, aspirations and risks. Meetings are held with people individually and together, providing plenty of opportunities for them to talk about any issues or make changes to their support. Peoples' goals are consistently achieved with new ones set to keep up momentum, motivate them and build excitement. The manager and staff exceed expectations to ensure people do what they want, when they want to, by making suitable arrangements and providing greater flexibility of support. People are encouraged with positive risk taking so they can have different and rewarding experiences to further enhance their quality of life. Staff commented they are *"always aiming to provide the highest standards of care"* for people. Resident's meetings include activities people can join in with and learn from. Meetings are held at various locations and a scrap book is kept with photos of what went on, showing people and staff getting involved.

People can access healthcare and other services to maintain their health and well-being. Records are kept of all health appointments, checks and referrals with health action plans in place. Important information is included in a passport in case of hospital admission. People are supported to make informed decisions and understand how best to look after themselves and stay healthy and well. Educational activities in resident meetings are expertly done, involving people and staff having discussions, doing quizzes, looking at posters and handouts as well as practical demonstrations. Topics are extensive and cover healthy eating, food safety, oral health and the use of portable defibrillators to help save lives.

The service promotes hygienic practices and manages risk of infection. Good hand hygiene is promoted and people have had a practical session around effective hand washing techniques. Staff have training in infection control and there is personal protective equipment (PPE) available if required. Infection control audits are completed and there is a policy in place for staff to follow.

## Environment

People like living at Garth and are happy with the way their home looks including their own rooms and separate lounges. Attention to detail has been paid to ensure peoples décor and furnishings are exactly the way they want them. Staff commented *“you can just see they have chosen the decoration”* which reflects their interests and the *“The house feels like a home.”* There is a pleasant outdoor space for people to use if they want to.

The environment is safe and well maintained. Environmental and health and safety audits are completed to identify any issues. There are policies and procedures in place for staff and they receive training to keep themselves and others safe. Work completed is recorded on the maintenance plan and the manager showed us a report they have put together over the last 12 months showing environmental improvements. During resident’s meetings educational activities take place including control of substances hazardous to health (COSHH) and fire safety. This involves looking at posters, providing information and having discussions about equipment, environmental checks and being made aware of potential dangers. People used a fire extinguisher in a safe and controlled manner with staff support so they would know what to do. Easy read personal emergency evacuation plans (PEEP’s) have been produced including photographs of the environment to assist people in evacuating the property should this be necessary.

## Leadership and Management

People are supported by a long standing, highly motivated and skilled team of staff. They provide consistency and continuity of care and support and their knowledge of people is superb. Staff comments include *“The staff are well trained and have vast experience as there is a very low turnover of staff.”* Training is provided in different areas to ensure staff are able to support people in the best way possible. They consider their learning and development as either *“excellent”* or *“good.”* When asked how valued and supported they feel, all staff responded *“excellent.”* Team meetings are held and individual supervisions are carried out on a very frequent basis. Staff are extremely proud and commented the service is a great place to work, a very rewarding job, made to feel like part of the team and we are appreciated.

There is innovative leadership and management of the service and a positive culture is embedded. The RI and manager are passionate and dedicated, going well above expectations to ensure people receive high standards of care and support and spend quality time with them. The RI is supportive of the manager who suggests new, creative and effective ways of doing things. This includes resident’s meetings which have increased people’s participation and enjoyment. More opportunities are being explored for people to pursue their passions and dreams. A positive culture is promoted throughout the service with staff commenting that everyone is *“treated as I would like my family members or friends to be treated.”* The manager told us about the organisation’s values and expectations and staff are extremely complimentary about the people they support, the staff team, manager and the service as a whole. Staff comments include, *“the manager has been by far the most approachable, professional and knowledgeable.”*

Governance arrangements in place support the smooth operation and delivery of the service to a very high standard. The manager has produced a report looking at achievements made by people and the service over the last 12 months and plans for the future. They meet with other managers within the organisation to discuss any lessons learnt and share information to further improve services. The RI’s three-monthly visits and six-monthly quality of care review report are comprehensive taking in to account all the feedback obtained about the service and any improvements needed. The RI finds opportunities to learn and share good practice across the sector by attending conferences/ events, accessing training and providing and obtaining feedback to improve service delivery.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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